

How to Request Help from your STS

To submit a work order go to the following website:

<http://helpdesk.graniteschools.org/Public/CaseSubmit.asp>

You can also reach this site by going to the Granite District website

(<http://www.graniteschools.org>), clicking on “Employees” and then “Technology Work Order” or by simply clicking on the “Technology Work Order” icon on your desktop at school.

The screenshot shows the 'Work Order Submission' form on the Granite District website. The form includes a sidebar with links like 'Search Cases', 'Submit New', and 'Print Work Orders'. The main section has a breadcrumb trail: 'District Home > I.S. Help Desk > Work Orders'. The form title is 'Work Order Submission'. It contains several input fields and sections:

- Enter your name**: A callout pointing to the 'Your Name' field.
- Contact Information**: A section with a sub-header 'Who should we contact on this work order?'. It includes an 'Alt. Phone' field with a callout 'Enter a phone number' and a 'Phone # other than main school #' field.
- E-mail**: A field with a callout 'Enter your district email address'.
- Case Type**: A dropdown menu with '- Select -' and a callout 'You will need to select the choice that fits most closely to the problem you are experiencing.'

Then scroll down the page and continue filling out the next section.

Please enter a description of the work you need done. This can include requests for training from the STS group. If you are having a technical problem, a detailed description can help speed up completion of the work order. Please include:

- **Symptoms:** What happens? When does it happen?
- **Error Messages** often hold the key to solving a problem. Please include the error message word-for-word when possible.
- **Effect:** What technical effect does this problem have? Can you still use the equipment?
- **Possible Cause :** What do you think may have caused the problem? Has anything changed recently?

Example: "When I turn on the computer, I get a 'Windows protection error' and then the computer shuts off. The next time it goes into 'Safe Mode' and won't let me print or access the Internet. This started happening after I installed a scanner."

Work Request :

A large text area for entering the work request details.

Provide as much detailed information as you can. The more you give, the better the person coming to look at your machine can prepare to fix it.

Continue to scroll down the page.

Location Information
(Please submit a separate work order for each piece of equipment.)

Location: * Serial #:
(can help speed up warranty repair)

Where is the equipment? Please include:

- Room number or name.
- Model of equipment.
- Where is the equipment within the room? Is it numbered or labeled?
- Whose equipment is it? Who is the work order for?
- Example: "IBM 300 GL computer, Room A2, John Doe"

Location Notes:

Impact Information

What is the non-technical effect of this problem? How does it affect you?

Example: "This is the library circulation computer and since it won't boot we either have to close the library or do everything by hand."

Impact: